



# Avaya one-X<sup>®</sup> Mobile Client for iPhone - Avaya one-X<sup>®</sup> Client Enablement Services client

Release 6.1.4

Release Notes

Issue 1.0

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## **Contact Avaya support**

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:

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## About Avaya one-X® Mobile Client for iPhone

Avaya one-X® Mobile Release 6.1.4 is a Avaya one-X® Client Enablement Services client.

Avaya one-X® Mobile connects to the Avaya one-X® Client Enablement Services server to give you access to multiple Avaya UC capabilities, such as Telephony, Messaging, Mobility, and Presence Services. With Client Enablement Services, you do not need multiple applications to access the features provided by Avaya Aura® Communication Manager, Avaya Aura® Presence Services, and Avaya Modular Messaging / Avaya Aura® Messaging/ Avaya Aura® Communication Manager Messaging. Use the Avaya one-X® Mobile to enable your mobile device to access the telephone system of your company. You can use features of your deskphone using mobile device, and use your office telephone number to make and receive calls, review voice mail messages, look up your company corporate directory, or even block selected calls irrespective of your location.

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## Getting Started

Review these notes prior to installing the mobile Client Release 6.1.4 software.

[Installing the Avaya one-X® Mobile clients 6.1.4 application files on iPhone](#)

[Replacing the Avaya one-X® Mobile clients 6.1 / 6.1.2 with 6.1.4 application files on iPhone](#)

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## Installing the Avaya one-X® Mobile client Release 6.1.4 application files on iPhone

You can download and install this release of Avaya one-X® Mobile client application for iPhone - build number 6.1.2.0.63 on your device from Apple iTunes.

## Replacing the Avaya one-X® Mobile client 6.1 / 6.1.2 with 6.1.4 application files on iPhone

If you have an older release of the Avaya one-X® Mobile client (6.1 or 6.1.2) on your device, you can replace this application with the 6.1.4 release.

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Follow the same procedure to download and install the Avaya one-X® Mobile client application on your device from Apple iTunes. It will replace the existing application with the new client release.

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## Interoperability

Following is the list of supported systems by Avaya one-X® Mobile Client Release 6.1.4 for iPhone:

Components	Supported release
Avaya one-X® Client Enablement Services	6.1 SP3

Note – The interoperability intersections of Avaya one-X® Client Enablement Services are also supported by the Avaya one-X® Mobile client.

3 <sup>rd</sup> Party Components	Supported release
Platform (OS)	iOS 4.3.5+, 5.0+, 6.0.1
iPhone Devices	iPhone 3G iPhone 3GS iPhone 4 iPhone 4S iPhone 5

## Changes delivered to the Avaya one-X® Mobile client Release 6.1.4

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### Avaya one-X® Mobile Client Release 6.1.4

The mobile client Release 6.1.4 is an upgrade of the Release 6.1.2 and includes high priority defect fixes.

#### New Features

#### Fixed Issues

#### Caveats

#### Open Issues

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### New Features

This release includes fixes delivered for high priority defects. It continues to support the following features delivered on Avaya one-X® Mobile Release 6.1.2 -

- Telephony (Callback, Direct Dial, Personal modes)
- Mobility (Ring Phones, Call Block, VIP Calling)
- History (Consolidated call logs)
- Messaging (Visual Voice Mails)
- Presence (Availability status)
- Contact (Corporate Directory access, VIP / Favorites)

### Fixed Issues

The 6.1.4 release has following known issues -

Issue ID	Problem	Workaround / Notes
ONEXMOBILE-1653	Client always attempt to login even if the account information is not changed.	Fixed.
ONEXMOBILE-1548	Contact Display name is reversed for Japanese first name and last name.	Fixed.
ONEXMOBILE-1478	Failure to update user and voicemail password when changed from account settings	Fixed.
ONEXMOBILE-452	Auto-Wipe results in wipe in most cases when the user password is changed	Fixed.



## Caveats

Avaya one-X® Mobile client Release 6.1.4 has following caveats –

Issue ID	Caveat	Workarounds / Notes
NA	Messaging – Mobile users can have maximum of 15 voice messages available on their mobile application.	Delete displayed voice messages to see other voice messages in the queue.
NA	Call Handling – DTMF Prompt on client sounds like a dial tone	When DTMF is enabled for an end user on the Client Enablement Services, the end user hears a dial tone. Communication Manager prompts the user to press a key for confirmed answer of inbound or callback calls.
NA	Call Handling – Extend Call button on the Desk Phone only works if the user has the mobile phone set to ring. Call will not be extended to other Ring Also phones.	Set Mobile Phone to ring for Extend Call feature to work from Desk Phone.
NA	Call Handling – Auto-answer set on the user's extension will not work if the extension is controlled by Client Enablement Services.	None.
NA	Call Handling – Send All Calls (SAC) feature on Desk Phone and Block All Calls (BAC) feature on one-X® client are not the same and not in sync.  Activating / deactivating SAC would not activate / deactivate BAC and vice-versa.	It is recommended that user use the Avaya one-X® Mobile client to activate / deactivate Block All Calls and not use the SAC feature on Desk Phone for sending incoming calls to coverage.
NA	Ring Also / Callback – On-PBX extensions (internal destinations), except own extension, are not supported as Also Ring or Callback origination phones.	None.
NA	Ring Also – Client Enablement Services does not support configurations where two users add the same mobile number as their Ring Also destination.	All users should have unique mobile number as their Ring Also destination.
Wi00895841	Ring Also – No option for enable/disable ringing at Also Ring phones for calls on bridge-call-app.	None.
N/A	Presence Status Message – Status Message can be set on Avaya one-X® Mobile client and synchronized to other one-X® clients but no viewing status message of other users is supported on Avaya one-X® Mobile client.	None.

## Open Issues

The 6.1.4 release has following known issues -

Issue ID	Problem	Workaround / Notes
<b>Connectivity</b>		
ONEXMOBILE-1664	Application closes abruptly when 1XCES / HSS server is restarted.	Relaunch the application.
<b>Voice Messaging</b>		
ONEXMOBILE-1686	Voicemail length displayed incorrectly while playing voicemail.	None.
ONEXMOBILE-419	iPhone 4s with iOS 5.0.1 - Voice Mail does not play on speaker when it is in silent mode.	Do not turn on the speaker option while in silent mode, and listen to the voicemail via earpiece/headphone.
ONEXMOBILE-1602	iOS 6 device in vibrate mode, trying to playback voicemail, client freezes 15-20 seconds and nothing can be done.	None.
<b>Dial Pad</b>		
ONEXMOBILE-394	1xM dial pad always keeps the last dialed number rather than deleting it.	Manually delete the last dialed number.

## Technical Support

Support for Avaya one-X® Mobile is available through the normal Avaya escalation process. If you encounter trouble with the clients:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, submit a trouble ticket to Avaya.

When you request technical support, provide the following information:

- Configuration settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

## Appendix A: Acronyms

1XM	Avaya one-X® Mobile client
1XCES	Avaya one-X® Client Enablement Services
CM	Avaya Aura Communication Manager
LDAP	Lightweight Directory Access Protocol
UC	Unified Communication
HSS	Handset Services
HS	Handset Server
SAC	Send All Calls
BAC	Block All Calls
DTMF	Dual Tone Multi Frequency